New England
Deaconess
Hospital
Boston, Massachusetts

pulse

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THIS *Christmas* — December 1969 — brings us to the threshold of a new decade. We have seen innumerable changes in the 1960's and can surely anticipate an even more revolutionary course of events in the future.

This will be an exciting challenge for everyone, but those of us in the health care field have the special privilege and the responsibility of assuring the best possible medical care for every person in our nation.

In this age of dissent, if we can keep a positive and constructive attitude and devote our energies to making this a better world for all people, there is no limit to the good that we can accomplish.

As we enter 1970, let us open our hearts to all mankind. Let us recall the meaning of Christmas by giving of ourselves and our talents, making "Good Will Toward Men" a true reality.

R. D. Lowry
Executive Vice President

Nursing Alumnae Attend Annual Meeting

Saturday, November 15, was the day for seeing old friends and catching up on new happenings, but most important it was the day when the New England Deaconess Hospital School of Nursing Alumnae met for their first "Homecoming — Annual Meeting" and observed the strides nursing has taken at the Deaconess and the tremendous overall Hospital expansion.

Alumnae began arriving at Harris Hall for registration at 9 a.m. Greetings were exchanged over coffee in the living room. Registration revealed that Miss Nanny Peterson represented the earliest class present—the Class of 1915. Mrs. Alice Siri Ostmark '37 traveled the farthest distance to attend the meeting — from California. The group of approximately 125 Deaconess nursing graduates assembled in Joslin Auditorium for a business meeting conducted by Miss Marion L. Metcalf, President of the Alumnae Association. Guest speakers for the meeting were: Miss Ellen D. Howland, Assistant Director of the Hospital, and Director of Nursing; Miss Barbara Howell, Head Nurse; Miss Carol Keyes, Head Nurse of the Special Care Unit; Miss Lois Preston, Associate Director of Nursing Service; and Dr. John L. Rowbotham of the medical staff. The group then toured the Hospital observing the recent renovation, changes and additions. Following a luncheon in the Riverway Restaurant, the alumnae listened to Mr. R. D. Lowry, Executive Vice President, speak on "The Deaconess, Present and Future." He noted some of the changes in the past fifteen years — the construction of the Hospital Teaching Unit, the Arthur T. Dooley Chapel, the acquisition of the Autumn Street apartments and Channing Home (now called Norwich House), construction of the Medical Office Building and the garage, and construction of the Shields Warren Radiation Laboratory. There have been additions to the Laundry, new shops for the Maintenance Department, and an addition to the Cancer Research Building. Speaking of plans for the future he told of the need to raze the Deaconess Building and proceed with Phase II of the building program. Eventually all medical and surgical patients will be housed in the Central Building and the building to be constructed on the site of the present Deaconess Building. The Palmer and the Baker buildings will be used for other purposes. No further construction can take place until the parking problem is solved.

Miss Ellen D. Howland

Nursing At The Deaconess

"The change which is most noticeable is that of the curriculum plan with the program divided into twelve, twelve-week terms and all students in each class going on vacation at the same time! The program is under the full direction of the faculty and planned so that each student has had comparable experiences at the end of each promotion level. Another change is that we now have an Admissions Counselor who helps in the recruitment of applicants. You will note that our display, catalogue and brochure have taken on a modern look to be attractive to today's young people. But, although we are changing in some ways we are still striving to maintain the Deaconess tradition of excellence in patient care."

Miss Carol Keyes

The Nurse In Special Care Units

"The nursing staff find the patients in both the Special Care and Cardiac Care Units challenging and rewarding to care for. For the most part the nurse works in one particular unit, but upon occasion, it is necessary to float into the other for the day. Because of this possibility and because of the complex machinery used in patient care, we have come to stress education of the nurse greatly. We emphasize the fact that the nurse cares for the patient, not the machine and that machines can be fallible. There are times when it is possible to detect changes in patients before the machine records them."

Miss Lois Preston

The Clinical Specialist

"In order to cope with the vast increase in scientific knowledge today and because of the complexity of medical and nursing care given to patients, we feel there is a need to employ nurse clinical specialists, or nurse clinicians, to help plan the nursing care of selected groups of patients. We know that a staff nurse cannot be a specialist in all areas of nursing and must be considered as the generalist is in medicine, while a nurse clinician could be compared to a specialist in medicine. We feel a clinician is a practitioner, a teacher, a consultant, and a supervisor in the management of nursing care."

Miss Barbara Howell

The Service Coordinator Program -- As It Assists Nursing

"The Service Coordination Department is relatively new, yet even in its infancy, it has proven itself vital to the nursing department. I don't believe we could function without it. The Service Coordination Department has as its responsibility all of the non-therapeutic activities of patient care. This includes answering telephones, directing unit traffic, requisitioning equipment and supplies, maintaining the physical environment of the unit, training and directing the unit hostess, coordinating the supportive activities of the various hospital departments, performing the non-professional aspects of admission, transfer and discharge of patients, looking after patients' possessions, recording information vital to patient care, and finally the actual transcription of doctors' orders."

Dr. John L. Rowbotham

The Stoma Patient

"The needs of patients with stomas hasn't been fully recognized by many in the medical profession for many years. Doctors at the New England Deaconess Hospital recognized the need and administration made it possible for the Stoma Rehabilitation Clinic to be founded. In the past year our staff has given over 50 lectures to graduate and student nurses, visiting nurses, medical students and staff doctors."

A Day For Renewing Old Acquaintances And Catching Up On New Developments At The Deaconess

New Trustees are welcomed at the Annual Meeting of the New England Deaconess Hospital Corporation. Bottom (left to right), Mr. Laurens MacLure, President, Mr. Francis W. Capper, Chairman of the Board; new Trustees, Bishop John M. Burgess, (top left to right) Mr. Colby Hewitt, Jr., Mr. Samuel A. Groves; and Mr. R. D. Lowry, Executive Vice President of the Hospital.

Above, Miss Margaret Shrader (left), Honorary Member and Former Director of the School of Nursing,, Mrs. Sally Tompkins (center), Chairman of the Planning Committee, and Miss Marion L. Metcalf (right), President of the Alumnae Association, chat during the coffee hour at Harris Hall. Right, Miss Virginia O. Diggdon leads a group of alumnae through the renovated Nursing offices on Baker 2. Below, new equipment in the Recovery Room is explained to alumnae during a tour of the Hospital.

PROFILE

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Hospital until he is able to care for himself," she explained. On the day of surgery, if the patient is anxious about the operation, Miss Donovan may accompany him to surgery and visit him in the Recovery Room.

Rehabilitating the patient so that he may return to his maximum effectiveness is the central objective for any patient who has been hospitalized. Miss Donovan feels that rehabilitating the stoma patient is an even greater challenge.

"If our teaching is not adequate, the patient can't function in society. If he doesn't accept his ostomy, he can't work, attend school or resume whatever was his normal daily activity," she stressed.

"The total patient approach is used," she explained. "We are not concerned with just the patients' stomas but view the patients as whole human beings. In this way, the patients would receive continuity of nursing care both within the hospital and from hospital to home." Miss Donovan arranges for a visiting nurse to see the patient at home, and she is available by telephone if an emergency arises.

Continually evaluating and devising new approaches in the nursing care of the stoma patient, Miss Donovan is trying to improve the availability of ostomy supplies at the Hospital and constantly testing new types of equipment which are on the market today.

As the program at the Deaconess has grown, Miss Donovan has become a recognized member of the health team. Her cheerful personality enables her to teach and work well with all levels of personnel. She confers with head nurses and team leaders informally when a question or problem arises concerning a stoma patient. "Working with the patient and through the staff, and helping the staff to acquire more knowledge, lead to improved patient care," she summarized.

Although Miss Donovan's schedule is flexible according to patient needs, she has time for pursuing interesting hobbies. She recently bought a piano and began taking lessons. Already accomplished in the art, she had eight years of instruction when she was younger. In addition to piano, she enjoys opera. She is a member of "Servas," an organization devoted to peace through understanding by foreign exchange. An active traveler herself, her plans for New Years include a trip to Bermuda.

Blood Shortage During Holidays

During the holiday season blood supplies reach a serious low. Why not give the perfect gift — blood — for someone who doesn't have everything? Blood from volunteers of any blood type will be gratefully received by those unfortunate individuals who become ill during the holiday season.

Donations may be made Monday through Friday from 9 a.m. to 8 p.m. and Saturday from 9 a.m. to 4 p.m. on the sixth floor of Palmer. Donors may call extension 558 or 559 Monday through Friday for an appointment.

Donors should be 18-65 years of age, and in good health. A light snack an hour or two before donation is suggested, but the donor should not have a heavy meal for four hours before giving blood.

NEWSMAKERS

Mrs. Margaret R. Davis has been promoted to Assistant Chief Booking Officer.

Mrs. Elsie Hanson, Mrs. Mary Sullivan and Mrs. Elizabeth Shapiro of Dietary have all become members of the National Association of Food Service Supervisors. They became eligible for membership by completing a year-long correspondence course offered by the American Dietetic Association. The objectives of the society are to promote education in nutrition practices, to advance the science of food service for the general public welfare and to improve nutritional services.

Mr. Tom Porter, Assistant Department Head of the Service Coordination Department was invited by the American Management Association to be co-chairman of a three day seminar entitled, "The Role of the Assistant Manager." The Seminar was held in New York December 8, 9 and 10.

PROFILE: Constance Donovan

Miss Donovan, Nurse Clinician, confers with Miss Rose Kazlowski, Head Nurse, and Miss Kay Smith, Team Leader, about the care plan for a stoma patient.

Miss Constance Donovan has one of the newest and most unusual jobs at the Deaconess. Some mornings she is busy at work before the day begins for many of us. You might catch her still on the job in the evening. Her office is on Palmer 2, but she spends most of the day on the patient floors.

Miss Donovan is a Nurse Clinician — the first employed by Nursing Service at the Deaconess. Because of the complexity of medical and nursing care given to patients today, nurse clinical specialists have become a trend within the nursing profession. It is impossible today for a staff nurse to be a specialist in all areas of nursing, and so she must be considered as the general practitioner is in medicine, while the nurse clinician could be compared to a specialist in medicine. She is knowledgeable not only in general nursing theory and practice but skilled in the specific clinical field in which she works.

Miss Donovan came to the Deaconess in 1964 after graduating from the Massachusetts General Hospital School of Nursing and receiving her B.S. in nursing from Boston College. She was a staff nurse from 1964 to 1965 and an Assistant Head Nurse on Palmer 3 until 1967 when she left the Hospital to go to the University of Pennsylvania to obtain her masters degree. Her return to the Deaconess in June 1969 coincided with the decision that the nursing care of the stoma patient was the first area of special need at the Deaconess. Miss Donovan was felt to be the "right person" for the job, so she was given direct responsibility for planning the nursing care of these patients.

Although she works cooperatively with the Stoma Clinic personnel, Miss Donovan is a member of the Nursing Service Department and is responsible directly to them. To further her understanding of the stoma patient she has observed and participated at the Cleveland Clinic Foundation. She also spent a week at the New York Hospital conferring with Miss Virginia Dericks, a nurse clinician for ostomy patients.

As a clinician, Miss Donovan fills the roles of practitioner, teacher, consultant, and evaluator of nursing care of the stoma patient. She works directly with patients but also teaches and guides the nursing personnel and together they jointly prepare the stoma patient for the day of discharge and return to the community.

As soon as a stoma patient has been admitted to the Hospital for surgery Miss Donovan comes into the picture. She consults with the Head Nurse, interviews the patient, talks with the team leader, and together they begin planning the nursing care of the patient.

"I gather all the information about the patient — where he lives, the home situation, the history of his illness — then I begin to reassure the patient that he will not leave the

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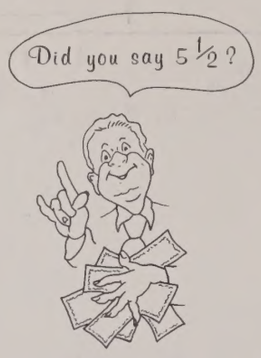
Credit Union News

If you have been considering membership in the Alpha Credit Union, now is the time to make the move. As of Oct. 31 your savings account will now accumulate five and one-half per cent interest — a big increase from the previous dividend rate of four and one-half per cent.

At the Alpha Credit Union Annual Meeting, Nov. 26, assets to Oct. 31, 1969, were $282,690 — a tremendous jump from the year 1961 when assets for the same period were only $45,220. Membership in the Credit Union has climbed to 700, and in the preceding six-month period 420 loans were taken out. The rate of interest for unsecured loans has been increased to seven per cent as of Nov. 1. For secured loans the interest rate has been raised to five per cent. New Directors appointed to three-year terms are: Mr. Warren Hunt (Lahey Clinic), Mr. Dean Annis, Mr. William Branson, Mr. Philip Pacella, and Miss Marjorie Pond.

Because the Credit Union has grown remarkably since it was first incorporated in 1942, additional help was needed to assist Mrs. M. Margaret Shambow, the Manager. Mr. Lubomir B. Szumski was hired four months ago and is proving to be an able hand at keeping up with the volumes of book work necessary to operate the Alpha Credit Union.



Mr. Richard E. Lee, Director, congratulates Mr. Pedersen on his years of service to the Deaconess.

Mr. Pedersen Retires

"Where's Pete?" The familiar cry would ring out when the able hands of Elmer "Pete" Pedersen were needed in the Cancer Research Institute Shop. Pete worked in the Maintenance Department for almost 19 years as a carpenter, plumber, painter and odd-job man.

"Where's Pete?" The call rang out again on Nov. 28 when his many friends throughout the Hospital gathered in the Conference Room A in the Cafeteria to honor his retirement. Mr. Richard E. Lee, Director, presented Pete with a watch and congratulated him on his years of service to the Deaconess. His co-workers at the Cancer Research Institute also gave him a retirement party the previous Friday.

Mr. and Mrs. Pedersen live in Burlington with their two sons Andrew, 18, and Jeffrey 12. Taking it easy for the moment, Pete is "catching up on his bookkeeping." He plans to renovate the upstairs of his house doing most of the inside work himself. It appears that Pete's retirement days will be as active as his days at the Deaconess.

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The New England Deaconess Hospital Complex, including the Medical Office Building at One Ten Francis Street, Lahey and Overholt Thoracic Clinics, the Joslin Diabetes Foundation, Inc., the Cancer Research Institute and the Shields Warren Radiation Laboratory, is internationally known for diagnosis, treatment and research in general medicine, brain and chest surgery, cancer and diabetes.

PULSE is published monthly by the Public Relations Department of the New England Deaconess Hospital.

R. D. Lowry
Executive Vice President
Richard E. Lee
Director
Evans F. Houghton
Public Relations Director
Jane Tarbox
Public Relations Assistant

Alumnae are greeted by student nurses as they arrive at the Deaconess for the "Homecoming — Annual Meeting." See story and pictures on pages 2 and 3.

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